

Medicaid Webinar: Incontinence Supplies and Durable Medical Equipment (DME)

May 12, 2026

South Carolina Department of Health and Human Services (SCDHHS)

Meeting Objectives

- Members added to managed care
 - Termination of existing Phoenix authorizations
 - New authorizations, update on referral process
- Update on billing, claims and enrollment
- Updates from managed care plans
- Q&A

Members Added to Managed Care

- Effective Jan. 1, 2026, the South Carolina Department of Health and Human Services (SCDHHS) added some Healthy Connections Medicaid members to the managed care service delivery model.
- This included Medicaid members 18 years of age or older who:
 - Are dually enrolled in Medicare and Medicaid;
 - Are enrolled in the HIV/AIDS waiver;
 - Are enrolled in the Mechanical Ventilator Dependent (Vent) waiver;
 - Are enrolled in the Community Choices waiver; and
 - Reside in a nursing facility
 - Healthy Connections Medicaid members who reside in a nursing facility will now be enrolled in a Medicaid managed care organization (MCO) for coverage of medical services.
- Providers can find additional guidance about any changes to claims submission, payment and authorization at www.scdhhs.gov/carvein.

Members Added to Managed Care *(cont.)*

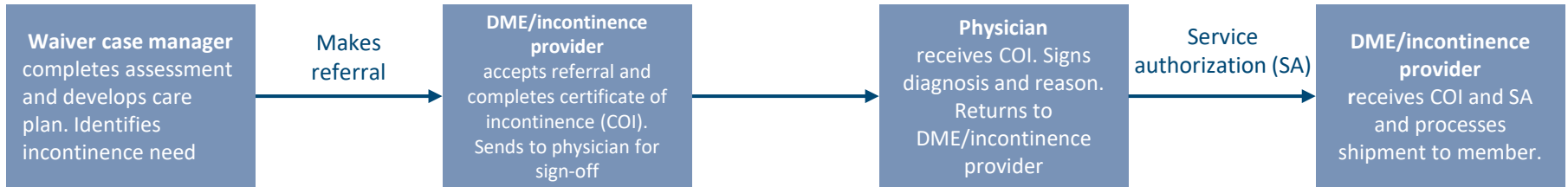
- Service providers can check eligibility and status of enrollment in managed care through the South Carolina Healthy Connections Medicaid web-based claims submission tool (web tool).
 - Update to web tool was made Jan. 24, 2026.
- [Web Tool Quick Reference Guide](#)
 - [Eligibility \(visual book\)](#)
 - Verification results screen
- To set up a new account, call Provider Service Center at (888) 289-0709. Hours are 7:30 a.m. – 5 p.m. Monday-Thursday and 8:30 a.m. – 5 p.m. Friday.
- Members enrolled in managed care will receive a new Healthy Connections Medicaid member card from their MCO.

Update on Authorizations and Referrals

- New authorizations
 - Update on referral process
 - Authorizations for members in fee-for-service (FFS) will continue to be routed through Phoenix. This includes children receiving incontinence supplies (IS).

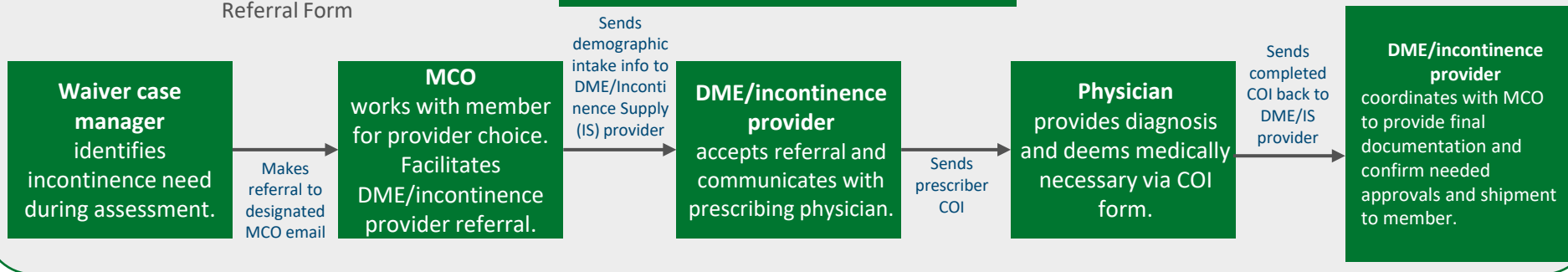
Home and Community-based Services Waiver: Incontinence Referral Process

Current Process



New Process

Referral Form



Update on Claims

- Claims submitted through Phoenix for waiver services (nutritional supplements, hand-held shower, specialized equipment/supplies)
 - Re-exports from Phoenix

Continuity of Care Period

- The MCOs are responsible for a 180-day continuity of care period for newly-enrolled MCO members. It is important that providers continue to deliver authorized services.
- During this continuity of care period, MCOs are required to:
 - Honor all previous prior authorizations without requiring additional authorization from providers; and
 - Pay previously authorized services at 100% of the applicable Medicaid FFS rate, unless a contractually negotiated rate exists, regardless of whether the provider is in-network with the MCO.
- Once the continuity of care period is over, providers must be enrolled with the MCO in which the Healthy Connections Medicaid member is enrolled.

MCO Enrollment and Billing Processes

Points of Contact

MCO	Contact Name	Email	Phone
Absolute Total Care	<ul style="list-style-type: none"> Margaretta Jones 	<ul style="list-style-type: none"> Margaretta.jones@centene.com 	(803) 465-5106
Healthy Blue	<ul style="list-style-type: none"> Tammy Betts 	<ul style="list-style-type: none"> Tammy.Betts@bcbssc.com 	(803) 264-9667
Select Health	<ul style="list-style-type: none"> Nancy Carey Jill Dunnigan 	<ul style="list-style-type: none"> ncarey@selecthealthofsc.com jdunnigan@selecthealthofsc.com 	(843) 300-5857 (843) 607-5649
Molina	<ul style="list-style-type: none"> Tyler Stalvey 	<ul style="list-style-type: none"> tyler.stalvey@molinahealthcare.com scgovtcontracts@molinahealthcare.com 	(803) 667-8695
Humana	<ul style="list-style-type: none"> Kryshinda Miles 	<ul style="list-style-type: none"> KMiles21@humana.com ISReferral@humana.com 	(803) 346-6909

MCO Points of Contact

- Points of contact and information on prior authorization and enrollment/credentialing for each South Carolina MCO is available on [SCDHHS' website](#) and below.
- MCO prior authorization and provider help lines
 - Absolute Total Care: (866) 433-6041
 - Healthy Blue by BlueChoice HealthPlan of SC: (866) 757-8286
 - Molina Healthcare of South Carolina: (855) 237-6178
 - First Choice by Select Health of South Carolina: (888) 559-1010
 - Humana Healthy Horizons in South Carolina: (866) 432-0001

